



This document is intended to provide answers to questions about the 21<sup>st</sup> Century Project and MyCalPAYS. Questions have been grouped into categories by topic area. Please note that in some instances questions may be repeated if the subject matter falls into multiple categories.

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## **General Questions – 21<sup>st</sup> Century Project**

*Q, Gen – TFC: What is the 21<sup>st</sup> Century Project?*

A: The 21st Century Project is the effort to build, test and deploy MyCalPAYS, the replacement human resources and payroll system, to all state departments, which includes approximately 243,000 employees. Upon completion, MyCalPAYS will support all civil service employees as the human resources and payroll system of record.

*Q, Gen – TFC: Who is working on the 21st Century Project?*

A: The 21st Century Project team is composed of SCO employees, with subject matter expertise, from state departments throughout California. In addition, advisors and consultants with expertise working with similar projects have joined the 21st Century Project team.

## **General Questions – MyCalPAYS**

*Q, Gen – MyCalPAYS: What is MyCalPAYS?*

A: MyCalPAYS is the system being configured to replace the State's Legacy payroll system. Once implemented, MyCalPAYS will support all state civil service employees as the human resources and payroll system of record. Ultimately MyCalPAYS will replace the following SCO Legacy systems: PIMS, HIST, CSP, REPTS, MIRS, SWIRS, POIS, PIP, LAS, MPC, VIEW, KEYM and IDLS.

## MyCalPAYS Frequently Asked Questions



*Q, Gen – MyCalPAYS: What is SAP?*

A: SAP is the name of a company as well as the name of the software the State is implementing. SAP stands for "Systems Applications and Products" in Data Processing. It is a system that was designed in 1972 by five former IBM employees in Mannheim, Germany. For the purpose of the 21<sup>st</sup> Century Project, the system is referred to as MyCalPAYS and will provide the State with the capability to manage human resources and payroll functions.

*Q, Gen – MyCalPAYS: What is the licensing fee for department use of MyCalPAYS?*

A: There is no licensing fee for department use of MyCalPAYS.

*Q, Gen – MyCalPAYS: Is there a limit to the number of employees a department can delegate to have access to MyCalPAYS?*

A: There is no limit to the number of employees a department can delegate to have access to MyCalPAYS. Security is established within MyCalPAYS based on specific roles. If employees are in a role that needs access to areas within the system to do their jobs they will be provided the necessary access. Employees will need to be appropriately role mapped and trained to be provided access to MyCalPAYS.

*Q, Gen – MyCalPAYS: How will MyCalPAYS be deployed to all of the state departments?*

A: MyCalPAYS will be deployed over five implementation waves spanning the course of 15 months. It will begin with a pilot implementation for SCO, followed by a second pilot of a small group of departments. The pilots will be followed by three larger implementation waves. Visit [www.sco.ca.gov/21century.html](http://www.sco.ca.gov/21century.html) for more details on the deployment schedule.

*Q, Gen – MyCalPAYS: Why does so much of the terminology used today have to change because of the implementation of MyCalPAYS?*

A: There are multiple reasons why it is important that the terminology used to describe HR processes changes when MyCalPAYS goes live. SAP is the software being used by MyCalPAYS; SAP is an off-the-shelf product with built-in terminology. Changes to the standard SAP terminology would require customization of MyCalPAYS. Customizing the software is not only costly but also, because of system updates, increases the potential for inaccurate payroll. Each time the system is updated the State must ensure customizations are not affected; additionally, if Legacy is not synced with the updates to MyCalPAYS there is a good chance payroll processing will be negatively affected.

The MyCalPAYS software uses very precise terminology that is different than what is used in Legacy. For example, "Benefits" in MyCalPAYS refers to medical, dental and retirement plans while "Quotas" refers, among other things, to leave balances. In legacy 'leave' and 'vacation' also are called "Benefits". Adopting the new SAP terminology will help staff successfully transition to using MyCalPAYS.

*Q, Gen – MyCalPAYS: How long will departments have access to Legacy systems once on MyCalPAYS?*

A: Departments will still need access to the Legacy systems once they are active on MyCalPAYS. Historical data is not being converted from the Legacy systems to MyCalPAYS; therefore, all historical references and retroactive transactions will need to be done in Legacy. Legacy systems such as PIMS, HIST, CSP, REPTS, etc. will continue to be available for these purposes. However, once, at some undetermined time in the future, several years of history have been accumulated in MyCalPAYS for Civil Service and CSU employees, SCO will evaluate a timeline for decommissioning the existing Legacy systems.



*Q, Gen – MyCalPAYS: Will the California Leave Accounting System (CLAS) go away?*

A: Yes, CLAS will go away (be decommissioned) and departments will use the MyCalPAYS Time Management functionality to track leave quota usage and accumulations. CLAS data will be converted to MyCalPAYS upon cutover. After cutover, CLAS will be used by departments for inquiry purposes only and will maintain five years of history. For each year after conversion, the amount of data available will be reduced by one year. After five years, CLAS will no longer be available for departments to access.

*Q, Gen – MyCalPAYS: What are Infotypes?*

A: Infotypes are groupings of related data fields on one screen. For example, the Personal Data Infotype contains the employee's name, SSN, date of birth, and gender.

### ***Support & Assistance Questions***

*Q, Support: What support is offered to departments during deployment?*

A: The 21<sup>st</sup> Century Project is committed to offering full support to departments during MyCalPAYS deployment. In order to do so, the Project worked with departments to establish within each department a Department Support Team (DST), which includes a DST Sponsor, DST Coordinator, Human Resources (HR) Professional, Classification and Pay (C&P) Professional, Training Coordinator, and Information Technology (IT) Representative. If not already assigned, approximately one year prior to their scheduled go live date each department will be assigned a deployment liaison from the 21<sup>st</sup> Century Project team. The deployment liaison works closely with the department to ensure their transition to MyCalPAYS is smooth and successful. Additional support is offered via:

- Regularly scheduled DST meetings
- DST SharePoint site
- MyCalPAYS FAQs
- Regular communications from the TFC Deployment and TFC Testing mailboxes
- Communications materials – bi-monthly MyCalPAYS Insights Newsletter, MyCalPAYS brochure, and various MyCalPAYS fact sheets

*Q, Support: What is a DST Coordinator?*

A: Each department has identified a Department Support Team (DST) Coordinator. The DST Coordinator serves as the primary point of contact for gathering and disseminating project-related information and coordinating deployment-related activities with the appropriate employees within their department. Visit <http://www.sco.ca.gov/Content/Images/21st-Century/DSTContactInformation.pdf> for the list of DST Coordinators.

*Q, Support: How do we change the DST Coordinator or Sponsor information for our department?*

A: To update DST Coordinator and Sponsor information, send an email with the new person's name, email, and phone number to the deployment mailbox [deployment@sco.ca.gov](mailto:deployment@sco.ca.gov).

*Q, Support: What is the DST SharePoint site?*

A: The DST SharePoint site is a password-protected website used by the Project team to store documentation such as meeting presentations, calendars and templates. The site makes it convenient for the Project to share information with DST Coordinators and their teams in preparation for the deployment of MyCalPAYS. It is important that each departmental DST member has access to the DST SharePoint site and browses new materials periodically.



*Q, Support: What if I can't log on to the DST SharePoint site?*

A: If you are a member of your department's DST and are unable to logon to the DST SharePoint site contact your DST Coordinator. If you still need additional assistance contact your Deployment Liaison or email the deployment mailbox [deployment@sco.ca.gov](mailto:deployment@sco.ca.gov).

*Q, Support: How do I get access to the DST SharePoint site?*

A: Access to the DST SharePoint site has been granted to each department that processes Human Resources. Contact your DST Coordinator to receive the username and password for your department. If you are unsure who your DST Coordinator is, visit <http://www.sco.ca.gov/Content/Images/21st-Century/DSTContactInformation.pdf> to view the DST roster.

*Q, Support: What is the Customer Contact Center?*

A: The Customer Contact Center (CCC) will serve as the single point of contact for MyCalPAYS and Legacy customers. The CCC will allow departments to call and speak with experienced agents who will resolve or assist in the resolution of MyCalPAYS and Legacy questions or issues.

*Q, Support: How will the Customer Contact Center track and resolve issues?*

A: The CCC will track calls using the Remedy ticketing system, which will notify callers when their incident is logged and when it is resolved.

### ***Organizational Management Questions***

*Q, OM: What is Organizational Management (OM)?*

A: Organizational Management is the component of MyCalPAYS used to maintain a model of the organizational structure for the State of California. The OM module provides a clear picture of each department's organizational structure.

*Q, OM: What is Organizational Management used for in MyCalPAYS?*

A: OM is used to manage organizational structures, which includes departments and divisions. OM is also used to manage jobs and positions within an agency.

*Q, OM: What are objects in Organizational Management?*

A: The objects which comprise the OM module are:

- Organization unit (O)
- Job (C)
- Person (P)
- Cost center (K)
- Position (S)

*Q, OM: What is an organizational unit?*

A: An organizational unit can represent a division, department, section, bureau, facility or any other unit within a department's organizational chart. In MyCalPAYS, an organizational unit identifies the manager, supervisor and subordinate positions within a specified unit. The hierarchical relationships that exist between the organizational units represent the organizational structure, not only for each department, but for the entire State within MyCalPAYS.

*Q, OM: What is a job?*

A: A job in MyCalPAYS represents the state's classification system including class codes and class titles.



*Q, OM: Where will class codes and class titles be captured in MyCalPAYS?*

A: Class codes and class titles are captured with the job object and are related to positions. The employee will inherit the class code and class title when assigned to a position.

*Q, OM: What is a position?*

A: Positions in MyCalPAYS are individual employee assignments, which are occupied by employees.

*Q, OM: Will the current Legacy position numbers be used in MyCalPAYS to track positions?*

A: The current Legacy position number will not be used to track positions in MyCalPAYS; however, that number will be captured as a reference. MyCalPAYS will assign a new position number for tracking within the new system.

*Q, OM: Will a department be able to maintain organizational charts in MyCalPAYS?*

A: MyCalPAYS will maintain organizational charts based on the organizational structure built by the department. Departments will be able to view their organizational charts through the NAKISA Organizational Charting Tool.

*Q, OM: What are Infotypes?*

A: Infotypes are groupings of related data fields on one screen. For example, the Personal Data Infotype contains the employee's name, SSN, date of birth, and gender.

*Q, OM: How will interchangeable positions be indicated in MyCalPAYS?*

A: Interchangeable positions will be identified in MyCalPAYS with a checkmark in the interchangeable check box. The appropriate classification also will be listed.

*Q, OM: How will blanket positions be indicated in MyCalPAYS?*

A: In MyCalPAYS blanket positions will be identified when Position Type: '03-Blanket' is selected.

*Q, OM: Can multiple employees be assigned to the same MyCalPAYS blanket position?*

A: Multiple employees may be assigned to the same MyCalPAYS blanket position number as long as the blanket position has the same Chief (supervisor/manager), Cost Center (UCM/Agency/Reporting Unit) and Job (classification). If any of these values are different the employee will need to be assigned to a different blanket position.

### ***Personnel Administration Questions***

*Q, PA: What is Personnel Administration (PA)?*

A: Personnel Administration (PA) is the component of MyCalPAYS that is used to maintain an employees' master data. For example, an employee's name, address, ethnicity, position information, employment history, and payroll information are all examples of PA information.

*Q, PA: What is an action?*

A: An action is a series of Infotypes that are presented in a logical sequence for completion. For example, the New Hire action will be used to enter a new employee.

*Q, PA: What are Infotypes?*

A: Infotypes are groupings of related data fields on one screen. For example, the Personal Data Infotype contains the employee's name, SSN, date of birth, and gender.



*Q, PA: What is a PERNR?*

A: A PERNR (Personnel Assignment Number) is a unique system-generated number that identifies each assignment an employee holds.

*Q, PA: What is a Person ID?*

A: A Person ID is a unique system generated number that is assigned to each employee in MyCalPAYS at the time of original hire. Employees will retain the same Person ID throughout their state career.

*Q, PA: What is the difference between a Person ID and PERNR?*

A: A Person ID is a unique system-generated number that is assigned to each employee in MyCalPAYS at the time of original hire. The employee will retain the same Person ID throughout their state career. A PERNR (Personnel Assignment Number) is a unique system-generated number that identifies each assignment an employee holds. For employees assigned to only one position the Person ID and PERNR will be the same. If an employee has two assignments they will have two PERNRs but only one Person ID.

*Q, PA: Will an employee receive a new Person ID if they leave state employment and then return to state employment?*

A: No. A returning employee with an existing record in the system will not be issued a new Person ID. When the employee's Social Security number (SSN) is keyed into MyCalPAYS at the time of rehire MyCalPAYS will retrieve the Person ID assigned to that SSN.

*Q, PA: Will the Legacy system show that an employee has been converted to MyCalPAYS?*

A: Yes. The Legacy system will display a message indicating when an employee has been converted to MyCalPAYS.

*Q, PA: How should an employee's name be entered into MyCalPAYS, as it appears on the Social Security card, or may I enter the name the employee uses in the workplace?*

A: Because MyCalPAYS is an integrated system, the employee's name should be entered and maintained in MyCalPAYS as it appears on the employee's Social Security card. This will prevent errors when year-end tax reporting is performed.

### ***Time Management Questions***

*Q, TM: What is Time Management?*

A: Time Management (TM) is an attendance component of MyCalPAYS that is used to enter and maintain employee work schedules, attendances, and absences for payroll processing purposes. TM also tracks an employee's various leave balances (quota balances), such as vacation and sick leave.

*Q, TM: Will all departments be required to track employee time in MyCalPAYS?*

A: Yes, departments will be required to submit employee attendance and absences using one of three options: 1) time interface, 2) keyed directly into MyCal PAYS or 3) entered by an employee using Employee Self Service (ESS) and approved by their manager using Manager Self Service (MSS).

*Q, TM: Which employees are required to complete timesheets in MyCalPAYS?*

A: All state employees will be required to complete timesheets. Negative employees will only record exceptions such as leave taken, while positive employees will be required to record all daily working time and paid absences.





*Q, TM: Will every state employee be required to have a work schedule in MyCalPAYS?*

A: Yes, work schedules are an integral part of the MyCalPAYS TM component; therefore, every employee will be required to have a defined work schedule.

*Q, TM: What if work schedules change frequently?*

A: MyCalPAYS allows for adjustments to be made to work schedules as frequently as required. Additionally, a temporary work schedule adjustment, referred to as a schedule substitution, can be made for non-permanent work schedule changes.

*Q, TM: Who is responsible for adding work schedules in MyCalPAYS?*

A: The MyCalPAYS TM team is responsible for adding work schedules in MyCalPAYS. Departments should submit a 'Request for New Work Schedule' form to the TM team to add a new work schedule.

*Q, TM: How will time entry work for those departments that are not going to be interfacing time data?*

A: Departments that are not interfacing time data will assign Timekeepers to enter employee time into MyCalPAYS. Once Employee Self Service is deployed departments will have the option of allowing employees to enter their own time.

*Q, TM: How will overtime be tracked in MyCalPAYS?*

A: Overtime hours must be submitted on the employee's Cross Application Timesheet (CATS) timesheet, which will be entered into MyCalPAYS manually or via a time inbound interface file. MyCalPAYS does not contain any validations for overtime. Therefore, overtime must be validated and approved, as it is today, prior to submission. MyCalPAYS provides reports to assist in auditing overtime.

*Q, TM: What is a Time Transfer Type?*

A: Time Transfer Types capture Time Management data that is necessary for the Time Evaluation process to run, which validates business rules related to time. Three categories of Time Transfer Types exist in MyCalPAYS:

1. Historical (e.g., State Service total months)
2. Accumulators (e.g., SISA and MSA hours)
3. Switches (e.g., Annual Leave election)

*Q, TM: What is an absence quota?*

A: Absence quotas refer to the amount of leave an employee has accrued (e.g., vacation, sick leave, annual leave).

*Q, TM: What happens to an employee's leave balances (absence quota) when they transfer to another department?*

A: Since MyCalPAYS is an integrated system, an employee's absence quotas will automatically transfer to the new department.

*Q, TM: Will MyCalPAYS allow an employee to use more leave than they have accrued, resulting in a negative leave balance (absence quota)?*

A: No, MyCalPAYS does not allow an employee to use leave not earned, thereby avoiding negative absence quotas.

*Q, TM: When will an employee's monthly leave accruals (absence quotas) be credited in MyCalPAYS?*

A: For eligible employees, MyCalPAYS credits monthly absence quotas at the end of the pay period.



*Q, TM: Will the CATS timesheet require a holiday posting or a holiday credit earned posting on holidays?*

A: MyCalPAYS will not require a holiday posting or holiday credit earned posting on the CATS timesheet. The earning holiday credit is completed during the Time Evaluation process in MyCalPAYS and is based on the business rules per bargaining unit contracts.

*Q, TM: How will MyCalPAYS credit an employee who is FLSA exempt and works on a holiday?*

According to FLSA rules, the employee is to earn Holiday credit of up to 8 hours for the time worked.

A: MyCalPAYS holiday rules have been configured based on specific bargaining unit requirements. For this example, the employee will accrue the holiday credit when time worked is entered on the holiday.

*Q, TM: How will holiday premium pay be handled when an employee works on a holiday?*

A: MyCalPAYS will determine holiday pay based on specific bargaining units requirements. An employee will be credited with holiday premium pay when the appropriate overtime attendance code is entered on the CATS timesheet.

### ***Payroll Administration Questions***

*Q, PY: What is Payroll Administration?*

A: Payroll Administration is a component of MyCalPays that is used to calculate and pay employees using payroll-relevant master and time data.

*Q, PY: How will overtime be paid in MyCalPAYS?*

A: All overtime reported by Master Cutoff will be paid with the Master Warrant. Overtime reported after Master Cutoff will be issued in the next scheduled off-cycle for that payroll area.

*Q, PY: What is a payroll area?*

A: A payroll area identifies a group of employees whose payroll frequency has the same begin date, end date and issue date (e.g., monthly negative for September 2011 pay period begin date is 09/01/2011, end date is 09/30/2011, issue date 10/01/2011).

### ***Employee and Manager Self Service Questions***

*Q, Self Service: What are Employee Self Service (ESS) and Manager Self Service (MSS)?*

A: Employee Self Service (ESS) is a web-enabled tool which allows employees to update their own information such as home address, bank information, tax withholding, etc. and for Time Entry (optional). Manager Self Service (MSS) is also a web-enabled tool used by managers to approve time and view select employee information.

*Q, Self Service: When will self service options be available?*

A: The current scope of the 21<sup>st</sup> Century Project only includes a pilot implementation of Employee Self Service (ESS) and Manager Self Service (MSS). The deployment schedule for the pilot group is currently being revisited. Information will be communicated to the DST Coordinators once the deployment schedule has been finalized. The implementation for the remaining departments will be scheduled after MyCalPAYS has been fully deployed.





*Q, Self Service: What functionality do ESS and MSS offer?*

A: Once ESS and MSS are deployed, the following functionality will be available:

- Employee Self-Service
  - Update Addresses
  - Manage Banking Information
  - Change Tax Withholding
  - Print and Review Payroll Remittance Slips
  - Review Leave Balances (absence quotas)
  - Time Entry (optional)
- Manager Self-Service
  - Approve Timesheet
  - View a Team Calendar View
  - Access Reminder of Dates

### ***Reporting Questions***

*Q, Reporting: Will the Management Information Retrieval System (MIRS) go away?*

A: Yes, MIRS will go away (be decommissioned); however, MyCalPAYS will offer a broad range of reporting features.

*Q, Reporting: Currently I use MIRS to pull reports for my department. Will there be a similar functionality in MyCalPAYS?*

A: Yes, MyCalPAYS will have robust reporting capabilities.

*Q, Reporting: Currently I use MIRS to obtain report data for my department. What if I need historical data once my department has deployed to MyCalPAYS? Will the data be available from the Legacy system?*

A: Yes, the data will be available from the SCO Legacy system via either the Mark IV or SWIRS (Statewide Management Information System) reporting systems.

*Q, Reporting: Is employee "headcount" data accessible?*

A: Yes, this information can be generated via the MyCalPAYS reporting features.

### ***Interface Questions***

*Q, Interfaces: What is an interface?*

A: An interface is a file that transfers data from one computer system to another. MyCalPAYS has two categories of interfaces: inbound and outbound. Inbound interfaces allow data from external systems, such as a department's time-keeping system, to be electronically uploaded to MyCalPAYS. Outbound interfaces (such as the Schedule 8 file) consist of data residing within MyCalPAYS that can be extracted and shared with others.

*Q, Interfaces: How do I know if my department needs to participate in interface readiness activities?*

A: Your department only needs to participate in interface readiness activities if you are currently exchanging an interface file(s) with the Legacy system. Visit [http://www.sco.ca.gov/TFC\\_Interfaces.html](http://www.sco.ca.gov/TFC_Interfaces.html) for a complete listing of interface files.



*Q, Interfaces: What are the time inbound and time outbound interfaces?*

A: The time inbound interface is a file sent by a department to MyCalPAYS that contains daily time attendance and absences for employees. The time outbound interface is an export file containing absence quotas and state service balances that is generated from MyCalPAYS and sent to departments participating in the time inbound interface. Not all departments will send time via interface files.

*Q, Interfaces: How will time entry work for those departments that are not going to be interfacing time data?*

A: Departments that are not interfacing time data will assign timekeepers to enter employee time into the MyCalPAYS system.

*Q, Interfaces: How do I get additional information regarding interfaces?*

A: For additional information regarding interfaces visit [http://www.sco.ca.gov/TFC\\_Interfaces.html](http://www.sco.ca.gov/TFC_Interfaces.html). You may also contact the 21<sup>st</sup> Century Project Interface Testing Team by sending an email to [tfctesting@sco.ca.gov](mailto:tfctesting@sco.ca.gov).

*Q, Interfaces: Will the existing file transfer process (FTP) be used to transmit interface files with MyCalPAYS?*

A: All MyCalPAYS interface files will be transmitted through the new secure file transfer (SFT) service. All interfacing departments will get a chance to access the SFT service and test the interface files before going live on MyCalPAYS.

*Q, Interfaces: What is Secure File Transfer?*

A: Secure File Transfer (SFT) is a service that allows MyCalPAYS partners to transfer files to and from MyCalPAYS through a secure internet service. The benefits include:

- User-friendly system
- Single sign-on and authentication via web browser and ftps or sftp clients
- Point-and-click transfer of files using https via web browser
- Reduction or elimination of outdated alternatives
- End-to-end security
- Industry-standard encryption of data in transit and at rest
- Audit trail

*Q, Interfaces: Do I have to use Filezilla to transfer interface files via the SFT server?*

A: No, you can use the client of your choice. Refer to the SFT User Manual (PDF), which contains detailed information on how to use various third-party clients to transfer files.

*Q, Interfaces: What do I do if I'm locked out of the SFT server?*

A: Send an email to [tfctesting@sco.ca.gov](mailto:tfctesting@sco.ca.gov) giving your contact information and ask to have your password reset.



### ***Security Questions***

*Q, Security: Employees are concerned about confidentiality of their records. Are Social Security Numbers used to identify employee records in MyCalPAYS?*

A: An employee's Social Security Number is only used at the time of hire to ensure the employee does not already exist in MyCalPAYS. Once this determination has been made the Social Security Number is entered into the employee's Master Data and is no longer used to identify the employee; the Person ID will now be used to identify the employee's records in MyCalPAYS.

*Q, Security: How will end users be assigned security roles and granted access to information in MyCalPAYS?*

A: Security in MyCalPAYS is position-based. This is achieved by assigning roles to positions. Assigning roles to positions and mapping security roles to those positions is completed in two separate processes. The process prior to go-live is through data collection where departments will role-map security roles to positions. The process after go-live will include a security request form; this full process will be communicated closer to the Pilot 1 go-live date.

*Q, Security: What is a security role?*

A: MyCalPAYS security roles have been defined based on each functional area (i.e., Benefits Administration, Payroll Administration, Organizational Management, Time Management and Personnel Administration). The transactions and data elements within each MyCalPAYS security role are based specifically on each functional area.

*Q, Security: Can security access be limited or restricted to specific divisions or specific data in MyCalPAYS?*

A: Yes. MyCalPAYS security roles will be restricted to a user, based on the MyCalPAYS organizational structure for their department, division, etc.

*Q, Security: If someone changes a record, can MyCalPAYS identify who made the change?*

A: Yes. MyCalPAYS captures which user created or modified a record.

### ***Training Questions***

*Q, Training: Who will receive training at our department?*

A: Everyone who is assigned a MyCalPAYS security role will receive training. The department's DST Coordinator will be provided with Individual Training Plans, which describes the assigned courses, for each employee that has been assigned a MyCalPAYS security role.

*Q, Training: What is the schedule and approximate length of training?*

A: Training will occur approximately one-to-three months prior to a department's go-live date. Training information, including a schedule, will be provided to the DST Coordinators approximately three months prior to the departments go live date.

*Q, Training: How will training be conducted and can we obtain the materials?*

A: Multiple training methods will be used to conduct MyCalPAYS training. Those methods include eLearning, instructor-led training (ILT) and virtual instructor-led training (VILT); both ILT and VILT will be held in a traditional classroom setting. Training materials will be provided to students the first day of class.



### *Technical Questions*

*Q, Tech: Will SCO provide the saplogon.ini file for departments that already use SAP?*

A: No, the saplogon.ini file is not required for departments that already use SAP since users will connect through the MyCalPAYS portal.

*Q, Tech: What version of Windows is required for MyCalPAYS?*

A: MyCalPAYS supports Windows 7 and Microsoft Office 2010.

*Q, Tech: What internet browsers will SCO support for MyCalPAYS?*

A: SCO will support Windows Internet Explorer. Testing for deployment has been completed with Windows Internet Explorer versions 7 and 8.

*Q, Tech: Will MyCalPAYS patch updates be done centrally for GUI installation?*

A: No, SCO will make software available to the departments. Distribution will be at the department's discretion.

*Q, Tech: What is Secure File Transfer?*

A: Secure File Transfer (SFT) is a service that allows MyCalPAYS partners to transfer files to and from MyCalPAYS through a secure internet service. The benefits include:

- User-friendly system
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